



## MEMORANDUM

**TO:** State Board of Education  
**FROM:** Pat Mapes, Director, OELD  
**DATE:** July 21, 2009  
**SUBJECT:** Customer Service

The Office of Educator Licensing and Development has worked hard during these first seven months to improve customer service to our constituency. We have changed our workflow processes and increased our estimated turnaround time of processing a license from six weeks to two weeks! Since I became director of the division on March 30, 2009 we have printed 15,761 licenses. We have printed 9,051 licenses using the new process from June 1<sup>st</sup>–July 17th. The total number of licenses printed since January 1, 2009 is 24,413!

Our help desk has also been answering questions for applicants. In the month of June they received 4,457 calls!

One of the goals of Dr. Bennett's administration is to improve the customer service provided by the DOE I feel that my division is accomplishing this goal!